**Questions-CAS2-E-Library Automation 2023**

**QUESTIONS AND ANSWERS**

| **No** | **QUESTIONS**  | **ANSWERS** | **Received Date of Questions**  |
| --- | --- | --- | --- |
| 1 | For this tender, can we participate in this tender by making a consortium with business partners or manufacturers who have the required qualifications in these articles?If yes, is there a document format that we can use for the consortium agreement? or is a free text format acceptable? | **Please see “Article 17” of the “Revised Draft Contract” on “Consortium” as it was announced on the webpage of CoE Programme Office in Ankara.**  | **16 February 2023** |
| 2 | It is defined that  "Contractor shall install the software on the existing hardware of the Beneficary and configure it for Beneficary to utilise with the best performance and secured manner" under the 3. article "Scope of Work"  Result-2. Can we get detailed technical information about the existing hardware?    | **Existing server specifications are: 2x Intel® Xeon ® Silver 4114 CPU @ 2.20GHz 128 GB Memory Storage Free: 886.57 GB.** | **21 February 2023** |
| 3 | Bider's Response descriptions for all requirements are given as A,B,C,D under the 5.1. Remarks to Tenderer title. Although the descriptions are clear, when it comes to the detailed requirements, there are several sub-requirements under one Reference (e.g. SD07, SD08, SD17 and so on) but for all of them there is one Bidder's Response column for all. Some of the sub-items can be A, some B, C or even D. In this case, how should the response be given for the main title that shows a single response?  | **Tenderers may further breakdown such requirements in order to give different responses. Weighted score of the tenderer will be calculated based on the significance of each requirement.**  | **21 February 2023** |
| 4 | Under the same title (5.1.), it is also written that : “Tenderer should include descriptive information and provide a delivery dead-line for each function/requirement answered as “to be developed” (C), and indicate whether the application is in test or design phase. If a dead-line is not specified, corresponding requirement will be evaluated as “cannot be met” (D). Actual delivery of the subject function can be during the implementation or warranty period”.Based on this sentence, if any C is given, will it be considered sufficient if the completion time for this C is fulfilled within the guarantee period? | **Allowing a deadline within the warranty period is just for evaluating the solutions that some of the features are in development/testing stage, and can be delivered in a short time. Bids with late deadlines for the C response will get lower scores, where a deadline such as “by the end of the warranty period” will obviously get no score.** |  |
| 5 | What exactly is required with "Electronic Collection Management" defined under SD07? | **There should be an application that enables the management of electronic resources. For example, creating catalog records of digitized resources, putting them into service, and being searchable in the catalog.** | **21 February 2023** |
| 6 | What does exactly means with "2 lending service units" defined under SD08? | **This article mentions the circulation service in the Library.** | **21 February 2023** |
| 7 | What exactly is required with “The proposed system should provide with an interface program implementation that allows bi-directional data transfer with at least 5 (five) other systems/databases/libraries for accessing e-books, reports and journals etc. in Turkey and other countries. (Actual access to those sources will be acquired through another tender process.)” defined under SD16 | **In order to provide library services for e-books, reports, journals, etc., JAT will subscribe to at least five providers. Offered software should allow online integration with those systems/databases/libraries. Subscription to those sources is not in the scope of this tender. However during the implementation and warranty periods Beneficiary will request Contractor to realize the integrations** | **21 February 2023** |
| 8 | What exactly is required with “Both external and internal user types should be allowed to interact and fill different forms at the same time; users should be able to receive answers to questions and an assessment of the relevance of their input” defined under SD26? | **SD26 is said that “The SOFTWARE must support automation of processes and should structure workflows based on organizational structure. Tenderer shall specify in which module this feature is available. “ What is the question?** | **21 February 2023** |
| 9 | What exactly is required with “The proposed SOFTWARE should support functionalities for organizing content and routing of documents based on metadata. Tenderer shall present brochures or technical documentation to demonstrate this feature” defined under SD36? | **The bidder should submit technical documentation, and sample templates, on how to create and present the library resources' metadata.** | **21 February 2023** |
| 10 | What exactly means “should allow checking from the concepts directory” written under Authority Control SR15? | **The issue here is authority records. It should be able to provide automatic control for the authority records in the record created by the library.** | **21 February 2023** |
| 11 | What exactly is required with “The system should be able to connect to other library systems and information centres” defined under SR18? | **The issue here is access to a collection of other libraries and information centers. With some standard protocols used, library records of other institutions can be searchable, and related records can be copied to the system directly from there, like the Z39, 50 protocol.** | **21 February 2023** |
| 12 | What exactly is required “should offer the ability to define a different interface for those outside the central library and for different material groups and scan for filters on only relevant interfaces” defined under SR18? | **There is no such substance in SR18.** | **21 February 2023** |
| 13 | What exactly is required with “should exclude words that don't make sense on their own from browsing results defined under SR20? | **That is, the search results should be meaningful. It should not yield irrelevant results.** | **21 February 2023** |
| 14 | What exactly does mean “should create a temporary barcode label for non-magnetic materials and alert personnel to transfer it to the system when the material is returned” defined under SR24? What is non-magnetic materials? | **It is the article about creating a temporary label for urgently requested materials and immediately giving them to the reader. The system should be able to follow up on this automatically.** | **21 February 2023** |
| 15 | Under “SCABILITY” requrement, it is saying that “Library records will be kept on a local server within the institution. The SOFTWARE should have a structure that can allow access or storage rights on the cloud according to the future request of the Beneficiary” (SC23). As we undersatnd at the beginning there won’t be Cloud but it is required fort he future purpose. Is it true? | **Installation and operation will be on a local server. However a “cloud compatible” product is preferable** | **21 February 2023** |
| 16 | For what purpose will the explanations about SaaS and cloud base be used in SC 24 and SC25? Is it requested against the possibility of going to the cloud in the future? Is cloud required only for software update and upgrade? Can software management be done remotely or on site? | **Installation and operation will be on a local server. However a “cloud compatible” product is preferable. Requested explanation about SaaS is for the product itself, not for update/upgrade purposes.**  | **21 February 2023** |
| 17 | SR33, Does it mean actually Discovery service? | **SR33 explains the scope of the requirement.** | **21 February 2023** |
| 18 | We have a question; how many library staff user licenses will be needed by Justice Academy Library during licence period? | **Please refer to SC13 for the number of simultaneous authorized users. The software must provide ten (10) simultaneous library staff users and unlimited OPAC access for the authorized personnel and users.** | **21 February 2023** |
| 19 | Regarding Tender File/Terms of Reference, it is given that the duration is 3 months after contract signed. When we examine Appendix II, "Draft Contract”, it says “The contract is concluded until complete execution of the obligations of the parties and takes effect as from the date of its signature by the last of the parties. The Deliverables shall be executed in accordance with the timeframe indicated in the Tender File/Terms of reference or, by default, in the tender submitted by the Provide” under Article 2- Duration. At the Title 3.2.3. is written as “Precise dates and times for delivery, installation, training and testing of the system shall be agreed between the Provider, the Council and the Recipient following signature of this contract as defined in the Business and Technical Requirements”. Also Appendix I explaines that, for C level business and technical requirements response, “Tenderer should include descriptive information and provide a delivery dead-line for each function/requirement answered as “to be developed” (C), and indicate whether the application is in test or design phase”. In this case, although the duration of the work is specified as 3 months, will the duration of the work change according to the possible C level delivery times to be given by the supplier? Or is there another option (as noted at 3.2.3.) that can be agreed with all parties? Will the work be accepted after the longest deadline given for the C level? Will the payment be made after that? | **Implementation period of the contract is 3 (three) months. Parties may agree on different delivery dates for the individual deliverables, within this three-month period.****After the successful acceptance testing/inspection for the first 12 deliverables mentioned in Article 6 of the Business and Technical Requirements document (Appendix – I), payment will be made and warranty period will begin. “To be developed” functions with deadlines within the warranty period will not be in the scope of the acceptance testing.** **Allowing a deadline for the “to be developed” functions within the warranty period is just for enabling the evaluation of the solutions that some of the less-significant features are in development/testing stage, and can be delivered in a short time. However, bids with late deadlines for the C response will get lower scores, where a deadline such as “by the end of the warranty period” will obviously get no score, while responses with A will get the full score.** | **22 February 2023** |
| 20 | At Appendix II, Title 10.2.1 is given as foloowing: “Should the Provider not be subject to VAT, the amount invoiced shall be net fixed amount. Should the Provider be subject to VAT, the amount shall be invoiced as indicated in Articles 4.2.2 to 4.2.5.”. Although Articles 4.2.2. to 4.2.5 are referred, we can not see any of these on the document. Can you please provide us those articles? | **Please consider only Appendix II- 10.2.1 as describing the VAT status. However, “Articles 4.2.2. to 4.2.5” this should be read as 10.2.2 to 10.2.5.** **Articles “4.2.2 to 4.2.5.” were written as mistakenly.**  | **22 February 2023** |
| 21 | How many library staff user licenses will be needed by Justice Academy Library during licence period? | **Please refer to SC13 for the number of simultaneous authorized users. The software must provide ten (10) simultaneous library staff users and unlimited OPAC access for the authorized personnel and users.** | **22 February 2023** |
| 22  | Although Tender announcement is revised and it shows that REVISION: Annex-A is removed from Call for Tenders  (Tender File / Terms of Reference), still on the Tender File / Terms of Reference is referred to Annex A under Award Criteria as "10% - Submission of Technical Proposal in line with Annex-A, including Work plan/Timeline, and its compliance with the Project Implementation Period and Deliverables depicted in the Business and Technical Requirements (Appendix I)".  Do we need to provide the necessary information based on Annex A or not?  | **Please find the ”Tender File / Terms of Reference” revised in the link below:**[**REVISION AND EXTENDED DEADLINE: 3 MARCH 2023 Call for Tenders – Acquisition of E-Library Automation System - Council of Europe Programme Office in Ankara (coe.int)**](https://www.coe.int/en/web/ankara/-/call-for-tenders-acquisition-of-e-library-automation-system) | **24 February 2023** |
| 23 | Which operating system does the existing hardware have? | **The operating system of the existing hardware is “Windows Server 2019”.** | **24 February 2023** |
| 24 | Although We asked this question before, it is still not clear the answer for us. The question was :What exactly is required with “The proposed system should provide with an interface program implementation that allows bi-directional data transfer with at least 5 (five) other systems/databases/libraries for accessing e-books, reports and journals etc. in Turkey and other countries. (Actual access to those sources will be acquired through another tender process.)” defined under SD16.Is the desired feature a "discovery tool" or is it meant to transfer the bibliographic data of the contents to be obtained from different providers into the automation system and to be searched and put into service over the OPAC? | **It is aimed to transfer the bibliographic data of the contents to be obtained from different providers, library collections and data sets to the automation system, and to be searched and put into service via OPAC.** | **24 February 2023** |
| 25 | What is exactly asked  for "Both external and internal user types should be allowed to interact and fill different forms at the same time; users should be able to receive answers to questions and an assessment of the relevance of their input. (SD23) ".  | **What is desired here is that there are forms that users can fill out, such as material request forms and reference questions, and that users can see the answers to these questions through the system.** | **24 February 2023** |
| 26 | What exactly is required “should offer the ability to define a different interface for those outside the central library and for different material groups and scan for filters on only relevant interfaces” defined under SR19? | **This field lists the expectations regarding the search interface. The system should allow user searches by making different filters for different material types. Material types should be searchable directly within themselves. For example, electronic books, sheet music, printed books, magazines. talking about filters.** | **24 February 2023** |
| 27 | Can it be acceptible if we submit any originally Turkish but translated into English and notarized document? | **The Tender File/ Terms of Reference states that “All documents except company registration documents (if it is registered in Türkiye) and financial statements should be submitted in English”. In this regard, notarized translations of the documents which are originally in Turkish will be accepted.** | **24 February 2023** |